

EtreCheck version: 6.1.6 (6B038)

Report generated: 2019-12-05 21:31:03

Download EtreCheck from <https://etrecheck.com>

Runtime: 2:60

Performance: Excellent

Problem: Computer is too slow

Major Issues:

Anything that appears on this list needs immediate attention.

No Time Machine backup - Time Machine backup not found.

Kernel panics - This system has experienced kernel panics that could be related to 3rd party software.

Minor Issues:

These issues do not need immediate attention but they may indicate future problems or opportunities for improvement.

High battery cycle count - Your battery may be losing capacity.

Apps with heavy CPU usage - There have been numerous cases of apps with heavy CPU usage.

Clean up - There are orphan files that could be removed.

32-bit Apps - This machine has 32-bits apps will not work on macOS 10.15 "Catalina".

Hardware Information:

MacBook Pro (Retina, 13-inch, Late 2013)

MacBook Pro Model: MacBookPro11,1

1 2,4 GHz Dual-Core Intel Core i5 (i5-4258U) CPU: 2-core

8 GB RAM - Not upgradeable

BANK 0/DIMM0 - 4 GB DDR3 1600

BANK 1/DIMM0 - 4 GB DDR3 1600

Battery: Health = Normal - Cycle count = 746

Video Information:

Intel Iris - VRAM: 1536 MB

Color LCD 2880 x 1800

Drives:

disk0 - APPLE SSD SM0256F 251.00 GB (Solid State - TRIM: Yes)

Internal PCI 5.0 GT/s x2 Serial ATA

disk0s1 - EFI (MS-DOS FAT32) [EFI] 210 MB

disk0s2 [APFS Container] 250.79 GB

disk1 [APFS Virtual drive] 250.79 GB (Shared by 5 volumes)

disk1s1 - M***** Data (APFS) [APFS Virtual drive] (Shared - 201.75 GB used)

disk1s2 - Preboot (APFS) [APFS Preboot] (Shared - 81 MB used)

disk1s3 - Recovery (APFS) [Recovery] (Shared - 529 MB used)

disk1s4 - VM (APFS) [APFS VM] (Shared - 1.07 GB used)

disk1s5 - Macintosh HD (APFS) (Shared - 10.91 GB used)

Mounted Volumes:

disk1s1 - M***** Data [APFS Virtual drive]

250.79 GB (Shared - 201.75 GB used, 38.70 GB available, 36.31 GB free)

APFS

Mount point: /System/Volumes/Data

disk1s4 - VM [APFS VM]

250.79 GB (Shared - 1.07 GB used, 36.31 GB free)

APFS

Mount point: /private/var/vm

disk1s5 - Macintosh HD

250.79 GB (Shared - 10.91 GB used, 38.70 GB available, 36.31 GB free)

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APFS
Mount point: /
Read-only: Yes

Network:

Interface en5: Thunderbolt Ethernet
Interface en6: ThinkPad USB 3.0 Ultra Dock
Interface en7: PR08 DisplayPort Dock
Interface en8: Dell Universal Dock D6000
Interface en9: ThinkPad USB 3.0 Pro Dock
Interface en0: Wi-Fi
802.11 a/b/g/n/ac
Interface en4: iPhone
Interface en10: iPad
Interface en11: iPhone 2
Interface en3: Bluetooth PAN
Interface bridge0: Thunderbolt Bridge
iCloud Quota: 105 KB available

System Software:

macOS Catalina 10.15.1 (19B88)
Time since boot: Less than an hour
Safe Mode: Enabled

Notifications:

~/Downloads/EtreCheckPro.app
one notification

Security:

Gatekeeper: App Store and identified developers
System Integrity Protection: Enabled

Antivirus software: Apple and Malwarebytes

32-bit Applications:

20 32-bit apps

Kernel Extensions:

/Applications/Rowmote Helper.app
[Not Loaded] RowmoteIEMu_106.kext (Evan Schoenberg, M.D., 1.2 - SDK 10.11)

/Library/Application Support/Malwarebytes/MBAM/Kext
[Not Loaded] MB_MBAM_Protection.kext (Malwarebytes Corporation, 4.0 - SDK 10.11)

/Library/Extensions
[Not Loaded] Soundflower.kext (MATT INGALLS, 2.0b2 - SDK 10.10)

System Launch Agents:

[Not Loaded] 16 Apple tasks
[Loaded] 176 Apple tasks
[Running] 118 Apple tasks

System Launch Daemons:

[Not Loaded] 38 Apple tasks
[Loaded] 186 Apple tasks
[Running] 110 Apple tasks

Launch Agents:

[Not Loaded] com.adobe.AAM.Updater-1.0.plist (? ffb65062 - installed 2016-10-28)
[Not Loaded] com.adobe.ARMDCHelper.cc24aef4a1b90ed56a725c38014c95072f92651fb65e1bf9c8e43c37a23d420d.plist (Adobe Systems, Inc. - installed 2019-08-12)

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[Not Loaded] com.malwarebytes.mbam.frontend.agent.plist (Malwarebytes Corporation - installed 2019-11-18)
[Not Loaded] com.microsoft.OneDriveStandaloneUpdater.plist (Microsoft Corporation - installed 2019-10-29)
[Not Loaded] com.microsoft.update.agent.plist (Microsoft Corporation - installed 2019-11-13)

Launch Daemons:

[Not Loaded] com.adobe.ARMD.CCommunicator.plist (Adobe Systems, Inc. - installed 2019-08-12)
[Not Loaded] com.adobe.ARMD.CSMJobBlessHelper.plist (Adobe Systems, Inc. - installed 2019-08-12)
[Not Loaded] com.adobe.fpsaud.plist (Adobe Systems, Inc. - installed 2019-10-30)
[Not Loaded] com.apple.installer.osmessagetracing.plist (Apple - installed 2019-08-21)
[Not Loaded] com.fitbit.galileo.plist (Fitbit, Inc. - installed 2018-07-25)
[Not Loaded] com.malwarebytes.mbam.rtprotection.daemon.plist (Malwarebytes Corporation - installed 2019-12-05)
[Not Loaded] com.malwarebytes.mbam.settings.daemon.plist (Malwarebytes Corporation - installed 2019-11-18)
[Not Loaded] com.microsoft.OneDriveStandaloneUpdaterDaemon.plist (Microsoft Corporation - installed 2019-10-29)
[Not Loaded] com.microsoft.OneDriveUpdaterDaemon.plist (? 0 - installed 2019-03-17)
[Not Loaded] com.microsoft.autoupdate.helper.plist (Microsoft Corporation - installed 2019-11-13)
[Not Loaded] com.microsoft.office.licensingV2.helper.plist (Microsoft Corporation - installed 2019-03-10)
[Not Loaded] com.microsoft.teams.TeamsUpdaterDaemon.plist (? 0 - installed 2019-10-18)
[Not Loaded] com.oracle.java.Helper-Tool.plist (? 0 - installed)

User Launch Agents:

[Not Loaded] com.adobe.AAM.Updater-1.0.plist (? 0 - installed 2016-10-28)
[Not Loaded] com.adobe.ARM.***.plist (? 0 - installed 2016-11-28)
[Not Loaded] com.cisco.proximity.plist (? 0 - installed 2018-03-31)
[Not Loaded] com.dropbox.DropboxMacUpdate.agent.plist (Dropbox, Inc. - installed 2019-08-22)
[Not Loaded] com.google.keystone.agent.plist (Google, Inc. - installed 2019-12-04)
[Not Loaded] com.google.keystone.xpcservice.plist (Google, Inc. - installed 2019-12-04)
[Not Loaded] com.setapp.DesktopClient.SetappAgent.plist (Setapp Limited - installed 2018-04-06)
[Not Loaded] com.setapp.DesktopClient.SetappUpdater.plist (Setapp Limited - installed 2018-04-06)
[Not Loaded] com.tunnelbear.mac.tbeara.plist (TunnelBear, Inc. - installed 2017-10-25)

User Login Items:

[Loaded] Backup and Sync (Google, Inc. - installed 2019-10-24)
Application
/Applications/Backup and Sync.app

[Running] Dropbox (Dropbox, Inc. - installed 2019-11-18)
Application
/Applications/Dropbox.app

[Not Loaded] Evernote Helper (App Store - installed 2019-10-03)
Modern Login Item
/Applications/Evernote.app/Contents/Library/LoginItems/EvernoteHelper.app

[Not Loaded] EvernoteLauncher (App Store - installed 2019-10-03)
Modern Login Item
/Applications/Evernote.app/Contents/Library/LoginItems/EvernoteLauncher.app

[Loaded] Fitbit Connect Menubar Helper (Fitbit, Inc. - installed 2018-08-25)
Application
/Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app

[Running] OneDrive (Microsoft Corporation - installed 2019-10-29)
Application
/Applications/OneDrive.app

[Not Loaded] Launcher Disabler (Microsoft Corporation - installed 2019-10-29)
Modern Login Item
/Applications/OneDrive.app/Contents/Library/LoginItems/Launcher Disabler.app

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[Not Loaded] OneDrive Launcher (Microsoft Corporation - installed 2019-10-29)
Modern Login Item
/Applications/OneDrive.app/Contents/Library/LoginItems/OneDrive Launcher.app

[Loaded] Rowmote Helper (Evan Schoenberg, M.D. - installed 2016-10-14)
Application
/Applications/Rowmote Helper.app

[Not Loaded] ShazamHelper (App Store - installed 2019-10-26)
Modern Login Item
/Applications/Shazam.app/Contents/Library/LoginItems/ShazamHelper.app

[Not Loaded] StartUpHelper (Spotify - installed 2019-02-26)
Modern Login Item
/Applications/Spotify.app/Contents/Library/LoginItems/StartUpHelper.app

[Not Loaded] Trello Login Helper (App Store - installed 2019-10-22)
Modern Login Item
/Applications/Trello.app/Contents/Library/LoginItems/Trello Login Helper.app

[Not Loaded] WhatsApp Login Helper (App Store - installed 2019-12-05)
Modern Login Item
/Applications/WhatsApp.app/Contents/Library/LoginItems/WhatsApp Login Helper.app

[Not Loaded] PhotoStreamAgent (App Store - installed 2015-03-23)
Modern Login Item
/Applications/iPhoto.app/Contents/Library/LoginItems/PhotoStreamAgent.app

[Not Loaded] HP Device Monitor (Hewlett Packard - installed 2016-09-01)
Modern Login Item
/Library/Printers/hp/Frameworks/HPDeviceMonitoring.framework/Versions/1.0/Helpers/HP Device Monitor Manager.app/Contents/Library/LoginItems/HP Device Monitor.app

[Not Loaded] HP Product Research (Hewlett Packard - installed 2016-09-01)
Modern Login Item
/Library/Printers/hp/Utilities/HPPU Plugins/ProductImprovementStudy.hptask/Contents/Helpers/HP Product Research Manager.app/Contents/Library/LoginItems/HP Product Research.app

Internet Plug-ins:

FlashPlayer-10.6: 32.0.0.293 (Adobe Systems, Inc. - installed 2019-11-25)
NP_2020Player_IKEA: 7.1.0.19 (? - installed 2016-10-04)
AdobePDFViewerNPAPI: 17.012.20098 (Adobe Systems, Inc. - installed 2019-11-14)
AdobePDFViewer: 19.021.20056 (Adobe Systems, Inc. - installed 2019-11-14)
Flash Player: 32.0.0.293 (Adobe Systems, Inc. - installed 2019-11-25)
SharePointBrowserPlugin: 14.6.8 (? - installed 2016-09-18)
PepperFlashPlayer: 32.0.0.293 (Adobe Systems, Inc. - installed 2019-11-25)
MeetingJoinPlugin: 1.0 (? - installed 2017-02-16)

User Internet Plug-ins:

WebEx64: 1.1.0 (? - installed 2017-02-11)
ZoomUsPlugin: 4.3.59242.0310 (Zoom Video Communications, Inc. - installed 2019-03-21)
f5 sam inspection host plugin: 7130.2016.0323.1 (? - installed 2017-09-04)

Safari Extensions:

Grammarly for Safari - App Store (installed 2019-10-18)

3rd Party Preference Panes:

Flash Player (installed 2019-10-30)

Time Machine:

Time Machine Not Configured!

Performance:

System Load: 1.88 (1 min ago) 2.18 (5 min ago) 2.19 (15 min ago)
Nominal I/O speed: 2.37 MB/s
File system: 25.26 seconds
Write speed: 505 MB/s
Read speed: 747 MB/s

CPU Usage Snapshot:

Type Overall

System 4 %
User 25 %
Idle 71 %

Top Processes Snapshot by CPU:

Process (count) CPU (Source - Location)

photoanalysisd 38.04 % (Apple)
CalendarAgent 21.24 % (Apple)
EtreCheckPro 4.38 % (Etresoft, Inc.)
WindowServer 3.66 % (Apple)
kernel_task 2.16 % (Apple)

Top Processes Snapshot by Memory:

Process (count) RAM usage (Source - Location)

com.apple.WebKit.WebContent (7) 1.38 GB (Apple)
EtreCheckPro 534 MB (Etresoft, Inc.)
CVMCompiler 201 MB (Apple)
Safari 198 MB (Apple)
WindowServer 118 MB (Apple)

Top Processes Snapshot by Network Use:

Process Input / Output (Source - Location)

cloudd 636 KB / 29 KB (Apple)
com.apple.WebKit.Networking 111 KB / 21 KB (Apple)
mDNSResponder 57 KB / 40 KB (Apple)
CalendarAgent 43 KB / 7 KB (Apple)
apsd 9 KB / 20 KB (Apple)

Top Processes Snapshot by Energy Use:

Process (count) Energy (0-100) (Source - Location)

com.apple.WebKit.WebContent (7) 5 (Apple)
WindowServer 3 (Apple)
trustd (3) 0 (Apple)
rtcreportingd 0 (?)
usernoted 0 (Apple)

Virtual Memory Information:

Physical RAM: 8 GB

Free RAM: 1.47 GB

Used RAM: 4.20 GB

Cached files: 2.33 GB

Available RAM: 3.80 GB

Swap Used: 0 B

Software Installs (past 30 days):

Install Date Name (Version)

2019-11-09 Skype for Business (16.28.130)
2019-11-13 Microsoft AutoUpdate (4.17.19111002)

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2019-11-14 Adobe Acrobat Reader DC (19.021.20056) (19.021.20056)
2019-11-14 XProtectPlistConfigData (2108)
2019-11-15 Microsoft Word (16.31.19111002)
2019-11-15 Microsoft Excel (16.31.19111002)
2019-11-15 Microsoft OneNote (16.31.19111002)
2019-11-15 Numbers (6.0)
2019-11-15 Pages (8.0)
2019-11-17 Keynote (9.0)
2019-11-18 Microsoft PowerPoint (16.31.19111002)
2019-11-18 Microsoft Outlook (16.31.19111002)
2019-11-25 Adobe Pepper Flash Player (32.0.0.293)
2019-11-25 Adobe Flash Player (32.0.0.293)
2019-12-05 WhatsApp (0.3.9308)
2019-12-05 Malwarebytes for Mac (1.0)

Clean up:

~/Library/LaunchAgents/com.adobe.ARM.***.plist
/Applications/Adobe Acrobat X Pro/Adobe Acrobat Pro.app/Contents/MacOS/Updater/Adobe Acrobat Updater
Helper.app/Contents/MacOS/Adobe Acrobat Updater Helper
Executable not found
~/Library/LaunchAgents/com.cisco.proximity.plist
/Applications/Cisco Proximity.app/Contents/MacOS/proximity
Executable not found

Diagnostics Information (past 7 days):

2019-12-05 19:46:04 Google Chrome.app - Crash
Executable: /Applications/Google Chrome.app

2019-12-05 19:24:20 com.apple.WebKit.WebContent - High CPU Use
Executable: /System/Library/Frameworks/WebKit.framework/Versions/A/XPCServices/com.apple.WebKit.WebC
ontent.xpc/Contents/MacOS/com.apple.WebKit.WebContent

2019-12-04 14:37:01 photoanalysisd - High CPU Use (4 times)
Executable: /System/Library/PrivateFrameworks/PhotoAnalysis.framework/Versions/A/Support/photoanalysisd

2019-12-02 17:04:46 Microsoft Outlook.app - High CPU Use
Executable: /Applications/Microsoft Outlook.app

2019-11-29 09:07:11 Fitbit Connect Menubar Helper.app - Crash
Executable: /Applications/Fitbit Connect.app/Contents/MacOS/Fitbit Connect Menubar Helper.app

2019-11-28 15:25:47 Kernel Panic (6 times)
Details:
panic(cpu 0 caller 0xfffff8003c279d7): "com_apple_driver_AppleUSBCard
ReaderInterfaceNub::setPowerState(0xfffff80159fa500 : 0xfffff7f8563a
f86, 2 -> 0) timed out after 30712 ms"@/BuildRoot/Library/Caches/com.a
pple.xbs/Sources/xnu/xnu-6153.41.3/iokit/Kernel/IOServicePM.cpp:5302
3rd party kernel extensions:
com.Cycling74.driver.Soundflower

End of report